

## POLICY ADVISORY BOARD FOR ELDER AFFAIRS

February 4, 2022

### Zoom Online Meeting Minutes

PRESENTATION: The Caregiver Foundation, Gary Powell, Founder and Executive Director.

Gary Powell founded the Foundation in 2008 to provide and coordinate resources for caregivers and their care recipients, including the disabled and their caregivers. Coordination services include, but are not limited to, financial and insurance counseling and referrals, placement, trust and estate referrals, facilitating POLST and advance healthcare directives, working with APS when appropriate, and bioethical counseling. Gary Powell appealed to PABEA for support, including financial support. The Foundation currently is working with Kupuna Power to establish a mobile kupuna resource program. The Foundation is governed by a fifteen-member board and receives program recommendations from a seven-member advisory board. The Foundation serves all the Hawaiian Islands except Niihau and Kahoolawe. Their website is at [thecaregiverfoundation.org](http://thecaregiverfoundation.org) and is on Facebook. Families are charged a flat financial management fee of \$130 for all services, including coordination services, or an hourly coordination fee of \$80. Only the Executive Director and the Treasurer have access to accounts and signatory rights. The Foundation also works with Veterans Affairs. In cases of possible fraud and financial abuse, Gary Powell remarked that banks are hesitant to contact the Foundation but that members of the healthcare community will call the Foundation.

Marilyn thanked Gary for the Foundation's important and valuable work.

Caroline and Gary Powell will explore establishing partnerships between EOA and the Caregiver Foundation.

### CALL TO ORDER:

Gary Simon called the meeting to order at 12:05 p.m.

### ROLL CALL:

Present:

Appointed Members: Poki'i Balaz, Colette Browne, Beverly Gotelli, William Kinaka, Stephen Lung, Marilyn Seely, Barbara Service, Gary Simon, Rick Tabor, Leslie Tanoue, Raelene Tenno, Kathy Wyatt, and Barbara Yamashita.

(A quorum was established as thirteen members were present at roll call. This board requires eight members to be present in order to establish quorum.)

Ex-officio Members: Kathy Ishihara, DHS; and Tetine Sentell, University of Hawaii.

EOA Staff and AAA Staff Present: Aaron Arakaki, Derrick Ariyoshi, Caroline Cadirao, Horace Farr, Norma Kop, Josephine Lum, James Mariano, Ethan Miyamoto, Jan Mori, Lisa Nakao, Lani Sakamoto, Debbie Shimizu, Kealoha Takahashi, Chris Tu, and Cristina Valenzuela.

Guests: Pamela Cunningham, Kaiser; and Suzie Schulberg, Arcadia Family of Companies.

Caroline introduced new EOA employee Jan Mori who will be working in the grants management section.

### APPROVAL OF MEETING MINUTES

The minutes of the January 7, 2022 Zoom online PABEA meetings were approved as circulated.

### CHAIR'S REPORT

In response to Gary's query, Caroline reported that she did not yet contact the Office of Information Practices on training for PABEA.

Gary announced that he attended the virtual meeting of the Healthcare Association of Hawaii (HAH) Healthcare Workforce Initiative Workgroup. Seventy-two invitees attended the meeting. The workgroup convened before the pandemic, but meetings were suspended during the pandemic. At the end of last year, providers were surveyed. Results indicate that the most acute needs are certified nurse aides, nurse aides, and home health aides. The pandemic has exacerbated shortages. Affordable housing is a significant external factor. To increase the pipeline, one of the approaches is to begin exposing students to healthcare fields beginning in elementary school and continuing through middle and high school by bringing healthcare workers to the class and by providing student excursions to healthcare institutions. Another approach is to accelerate education and training programs, including nursing programs. The pandemic has placed great stress upon the healthcare workforce. 22 percent of Hawaii's nurses plan to leave the workforce in the next five years.

### LEGISLATIVE COMMITTEE

The Kupuna Caucus bill SB 2677, establishing a long-term rental assistance pilot program, received a hearing. SB 2461, making an appropriation to the Hawaii Healthy Aging Partnership Program, also received a hearing. Beverly submitted testimony on behalf of PABEA. SB 2439, relating to hearing aids, will receive a hearing this afternoon. Suzie submitted testimony as a community member of the Legislative Committee. Barbara Service submitted testimony as an individual.

Barbara outlined legislative issues approved by the Legislative Committee for PABEA to approve:

1. Driver's License Renewal: Extends the renewal period from two years to four years for licensees who are seventy years of age or older but younger than eighty years of age.
2. Long Term Care Ombudsman Program
3. Long-Term Rental Assistance for Seniors Pilot Program
4. Our Care Our Choice
5. SHIP
6. Kupuna Care-Kupuna Caregivers
7. Hawaii Healthy Aging Partnership Program
8. Hawaii Retirement Savings
9. Broadband
10. Affordable Housing
11. Hearing Aids

A motion was made to approve the legislative issues. The motion was approved unanimously by the PABEA members present.

The next meeting of the Committee is scheduled for March 3, 2022.

Kathy Wyatt announced that today's Kupuna Caucus agenda includes a presentation on the Hawaii Retirement Savings legislation.

#### PLANS AND PROJECTS REVIEW COMMITTEE:

No report was offered. The Committee did not meet this morning. The next meeting of the Committee will be in March.

#### RECOGNITION AND AWARDS COMMITTEE:

No report was offered. The Committee did not meet this week. The next meeting of the Committee will be in March.

#### EXECUTIVE OFFICE ON AGING

Attached is Caroline's report.

Caroline announced that SHP is celebrating its 30<sup>th</sup> anniversary. Caroline welcomed Jan to EOA. Today's Kupuna Caucus agenda includes a press conference on the Kupuna Caucus legislative package.

#### CITY AND COUNTY OF HONOLULU ELDERLY AFFAIRS DIVISION (EAD)

Attached is Derrick's report.

Derrick announced that EAD's kupuna vaccination program has ended. Residents of 43 kupuna housing properties were vaccinated. EAD contracted with YMCA to provide congregate meals and health promotion, including tai chi. Currently, YMCA is serving approximately 200 congregate meal participants. Lanakila Pacific received an Administration for Community Living innovation grant to build a kupuna connection platform for virtual learning.

#### HAWAII COUNTY OFFICE ON AGING (HCOA)

Attached is Horace's report.

HCOA received letters from two providers which will be discontinuing operations. Care Resource's last day of service will be March 18, 2022. Clients need to be transferred to another service. Ho'o Nani Adult Care Services will be closing on March 15, 2022. Kona Adult Day Care also is considering closing. Lack of staff is the largest factor in the closing of these operations. Senior Centers have resumed activities, but attendance is limited by COVID safety protocols. Congregate meal sites are struggling as participants remain hesitant to return. Most meal sites are providing meals by grab-and-go. HCOA is awaiting a recruitment list from Human Resource for the vacant Database Analyst position (Horace's former position) and the vacant Aging Disabilities Specialist Clerk position. HCOA is partnering with AARP to provide tax aide.

#### KAUAI AGENCY ON ELDERLY AFFAIRS (AEA)

Attached is Kealoha's report.

Kealoha highlighted the photograph of two AEA Associates, Julie Kajiwarra and Laurie-Jean Martin, who visited kupuna in Waimea Valley and distributed meals-ready-to-eat (MREs), water jugs, and information and referral packets. Twenty-six families in Waimea were affected by the landslide.

The AEA area planner is vacant. The hiring notice was released on January 31, 2022. The congregate meal site remains closed.

#### MAUI COUNTY OFFICE ON AGING (MCOA)

Attached is James' report.

James announced that two new employees have been hired in the programming section. Their accountant is retiring at the end of February. The MCOA food truck initiative ended on December 31, 2021. Kevin Dusenbury developed a story map on MCOA's website outlining the successes of the food truck initiative. An offer for the MCOA Executive has been made to a candidate. The offer was accepted by the candidate with employment beginning March 1, 2022.

#### KUPUNA CAUCUS

Today's Kupuna Caucus agenda includes a presentation on the Hawaii Retirement Savings Program legislation and a press conference on the Kupuna Caucus package.

#### APPOINTED AND EX-OFFICIO MEMBERS' REPORTS

No reports were offered.

#### STATEMENTS FROM THE PUBLIC

No statements were offered, and no testimony was submitted to EOA.

#### HAWAII CRISIS STANDARDS OF CARE TRIAGE ALLOCATION FRAMEWORK

Gary reported that the Core Development Team requested via Kealii Lopez of AARP that discussions with the PABEA ad-hoc committee be confidential. Gary responded that we would be unable to honor their request. Consequently, neither PABEA nor its ad-hoc committee engaged with the Core Development Team.

Marilyn reported that she was contacted as an interested individual by physicians Della Lin and Cherylee Chang of the Core Development Team. Drs. Lin and Chang volunteer their time and services with the Core Development Team. The Team has researched practices across the nation. The Team was taken aback by the characterizations of "ageism" within the Framework. Colette accompanied Marilyn in the discussions. Marilyn and Colette reported that chronological age as a determining factor has been removed from the framework. The intent of the Framework is to provide a concrete structure and standardized procedure which will provide the most good. If a patient is triaged to not receive emergency care, the patient will continue to receive medical care. In addressing this issue, Colette was reminded of the importance of speaking out. Marilyn and Colette learned that the Core Development Team wants to partner with kupuna stakeholders, including PABEA. The next edition of the Framework is expected to be issued at the end of February 2022.



## NOMINATIONS COMMITTEE

Gary solicited volunteers for the ad-hoc nomination committee to recommend a slate of PABEA officers for the next year beginning July 1, 2022. Marilyn volunteered to chair the committee. Beverly volunteered to serve on the committee. Others who wish to serve are asked to email Marilyn.

## ANNOUNCEMENTS

- March 4, 11:30 a.m., PABEA monthly meeting (via Zoom)
- 2022 Hawaii Directory of Public Officials (attached)
- Hawaii State Legislature
  - Wednesday, February 9 (House): Triple referral filing
  - Thursday, February 10 (Senate): Triple referral filing
  - Friday, February 18: First Lateral
  - February 24 – March 2: Five-day recess
  - Friday, March 5: First Decking
- [Upcoming AARP Hawaii Events](#)
- Webinar: [State Policies to Strengthen the Direct Care Workforce](#), National Academy for State Health Policy, February 8, 2022.
- Lanakila Multi-Purpose Senior Center Community Resources Meeting, March 3, 2022, 12:00 p.m. [Join Zoom meeting](#).
- [American Society on Aging Annual Conference](#), April 11 – 14, 2022, New Orleans, Louisiana.

## ADJOURNMENT OF PABEA MEETING:

Gary adjourned the meeting at 1:15 p.m.

## Executive Office on Aging Director's Report to PABEA – January 2022

### The Biden Administration Announces At-Home, Rapid COVID-19 Tests are Available for Free

On Friday, January 14, 2022, the White House announced that free at-home, rapid COVID-19 tests are now available for order online. Those who do not have internet access or who need additional assistance with ordering can call 1-800-232-0233 (TTY 1-888-720-7489) to place their orders.

The Eldercare Locator and the Disability Information and Assistance Line (DIAL) also can assist older adults and people with disabilities with placing orders and connect people to accessible instructions.

- Contact the Eldercare Locator: 800-677-1116
- Contact DIAL: 888-677-1199 or [DIAL@usaginganddisability.org](mailto:DIAL@usaginganddisability.org)

### Administration for Community Living

50<sup>th</sup> Anniversary of the Senior Nutrition Program – March 2022. More information to come as ACL plans for this milestone.



### Director's Corner

- EOA distributed the **Building Resilience to Strengthen Hawaii's Aging Network** to the legislators prior to the opening session and the Area Agencies on Aging. EOA still needs to distribute to various partners and stakeholders, including PABEA.
- EOA along with the Area Agencies on Aging continue to support KHON2 Kupuna Fit. Various classes are held every Mondays, Wednesdays, and Fridays at 9:00 a.m. on KHON2 and K-Five.
- Presented to the Change Agents at their January meeting on 1/20/2022 about the Aging Network and ways that we could partner to move forward active aging in the State of Hawaii. After the legislative session, I am considering becoming a member of Change Agents so that we can work closely together.
- For the SFY2023, we will lose our Chair, Gary Simon, as he terms out after eight (8) years on PABEA.
- Participated with DOH in two informational briefings with the Committee on Finance on January 11, 2022, and Ways and Means on January 12, 2022. EOA highlighted our

request for 2 FTE for the Long-Term Ombudsman Program, the 1.5 million for the Kupuna Care Program, and conversion of a temp position to permanent.

### Advocacy, Education and Outreach Section

➤ *Senior Medicare Patrol (SMP):*

Scammers are more brazen and clever than ever. It is important to keep abreast of situations out in the community. Please review the January issue of the SMP Hawaii's newsletter entitled "Kukui Gram" and the Latest Scams.

- *Kukui Gram* – Jan 2022 issue (next issues will be April, July, and Oct)
- Latest Scams Hawaii highlights of attached:
  - Headlines listed in chronological order:
  - Page 1: Online shopping scams are way up — and most start with a single click on social media
  - p. 2: Worrisome new scam targets Hawaii's Realtors to get at their clients\*\*\*
  - p. 3: [related to p. 2 regarding realtors and HECO clients]
  - p. 4: New Phone Scam Being Reported by Big Island Residents
  - p. 5: [related to p. 2 regarding realtors and HECO clients]
  - p. 6: Police Offer Tips in Light of Recent Email Scams {this one's on direct deposits!}

➤ *State Health Insurance Assistance Program (SHIP)*

Happy 30<sup>th</sup> Anniversary to the SHIP program. Please see the attached newsletter for all the highlights! Mahalo to our wonderful staff- Wanda Anae-Onishi, Candace (Young) Nakamoto and their supervisor Lani Sakamoto for reaching new heights with the SHIP. Even during the COVID pandemic, SHIP continues to serve more beneficiaries each year. This could not be accomplished without the dedication of the VOLUNTEERS. Our volunteers are the heart of the program. Mahalo nui loa to all.

### Program and Systems Management

Building Our Largest Dementia (bold) infrastructure for Alzheimer's act

- Please see the attached BOLD bulletin for all the latest updates.
- EOA is contracting with Papa Ola Lokahi to develop the Memory Care Road Map for Native Hawaiians

Please welcome Jan Mori who joined the EOA staff on February 1, 2022. She is the new Program Specialist for the participant directed programs including Veterans Directed Care.

### Policy, Planning, Evaluation and Communication

*FFY2021 (October 1, 2020, thru September 30, 2021)*

Below is the overall, statewide summary of our client profile between FFY2020 and FFY2021.

As you can see, we had a decrease of 14% of total clients served statewide. The reason is the number of activities that were cancelled due to the pandemic.

Total registered clientele (unduplicated count) was within variance range of 3%.

We continue to support a high percentage of minorities and 60% of registered clients are in rural areas.

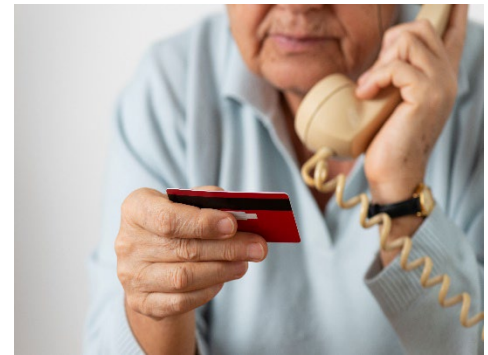
**STATE: HI            FFY 2021 Review**

**Client Summary**

<b>Data Elements</b>	<b>FFY2020</b>	<b>FFY2021</b>	<b>% Diff.</b>	<b>Explanation</b>
Total Clients	105,830	90,324	-14.65%	A decrease in participants was due to in-person activities which were cancelled due to the pandemic.
Total Registered Clients	9,150	8,836	-3.43%	[Within variance]
% Minority Clients	76.94%	77.75%	1.05%	[Within variance]
% Rural Clients	60.58%	60.56%	-0.03%	[Within variance]
% Clients Below Poverty	21.75%	23.12%	6.31%	[Within variance]
# Clients with 3+ ADLs	2,278	2,051	-9.96%	[Within variance]
# of Persons Served at High Nutrition Risk	3,569	3,732	4.57%	[Within variance]

In This Issue >>>

January 2022



This year, take control of scammers who steal your identity, rob your assets and stain your legacy. Learn how...contact SMP Hawaii today.

**Beware of the Dirty Dozen!**

**Volunteer Spotlight**

**New Grant Targets Hawaii Island**

**Duty Free Team Celebrates AEOS**

**Events Calendar Focus: Caregiving**

January 2022 The Department of Health/Senior Medicare Patrol Hawaii Working For You

**SMP**  
HAWAII  
PREVENT DETECT REPORT

**Kukui Gram**

*The Kukui Nut (Candlenut) is highly revered as the Hawaii State Tree. Kukui symbolizes light, using its oil in lamps to bring light to darkness. Kukui means "enlightened," representing wisdom, protection and peace.*

### Happy New Year!

This edition focuses on the Dirty Dozen tax schemes to avoid being the next target...Enjoy the "Duty Free" Film Team's re-cap last month to honor our Volunteers, and find out the latest with SMP Hawaii on Hawaii Island...Join us for our 20/22 Web Series on Caregiving in Hawaii – see [Calendar of Events](#). Learn about the current issues, where to get help and the resources available for caregiving. Everyone inevitably joins this road so find out all you can to better prepare in 2022...Finally, SMP celebrates **25 years of service on June 1<sup>st</sup>!** Look for details on our website: [smphawaii.org](http://smphawaii.org)

**Kukui Gram** was created to help our kupuna. It takes a village to raise a child and an entire state to protect our beloved kupuna. Please send us your stories to share. Mahalo!

Norma Kop, SMP Hawaii Director

Visit: [www.smphawaii.org](http://www.smphawaii.org)

Email: [info@smphawaii.org](mailto:info@smphawaii.org)

Main: 808-586-7281 Toll Free: 1-800-296-9422

This project was supported, in part by grant number 90MPPG0053, from the U.S. Administration for Community Living (ACL), Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

### Did You Know? Dirty Dozen Alive & Well

January 31 ushers in Tax ID Theft Awareness Week, with dire IRS and FTC warnings that the Dirty Dozen tax schemes will make their rounds beyond April 15. In a nutshell, these scams fall into 4 categories:

1. Pandemic-related scams, including Economic Impact Payment theft;
2. Personal information cons, using social media, phishing, ransomware and phone "vishing;"
3. COVID-19, fake charities, immigrant and disaster relief fraud;
4. Persuasive schemes soliciting taxpayers into unlawful action.

#### Beware of these **Red Flags**:

- A caller claims to be from the IRS threatening to have you arrested by the police unless you pay immediately a tax bill.
- An email pretending to come from the IRS instructs you to press on a link to verify personal info.
- A link to complete application for your "delayed" EIP check.
- An imposter tax preparer asks you to pre-sign a blank tax form.

Avoid these traps by remembering to Prevent, Detect and Report. When it comes to scams, remember that "Knowledge is Power!"

The IRS will give taxpayers prior notice before making actual calls; it doesn't threaten with arrests or make demands for payments. SMP Hawaii encourages review of the Dirty Dozen schemes at [IRS.gov](http://IRS.gov) to recognize scams during and after the tax season. Call the IRS at 800-829-1040 or contact the FTC Complaint Assistant at [www.ftc.gov](http://www.ftc.gov). Or call SMP Hawaii.

Knowledge, vigilance and avoidance are keys to avoid becoming a victim of tax fraud, in the same way you would protect yourself from health or Medicare scams. If you suspect a scam, report it today!

*Mahalo Volunteer Mae for conducting the research for this article.*

**Contact us for virtual presentations by trained Volunteers!**



## Volunteer Spotlight: Stephanie Hashimoto



Like many Baby Boomers, Stephanie Hashimoto is no stranger to caregiving. Both her mother and grandson keep her in-step with the various aspects of care. The Oahu resident extends her knowledge and experience, particularly to the vulnerable and elders who live alone. Stephanie's skills, traits and high level of professionalism were primary reasons for naming her the program's Counseling Team (CT) Liaison. She serves with five trained volunteers and enjoys the comradeship and the satisfaction of helping people through counseling.

"I'm just grateful that I can help when I can with no pressure to meet a stiff quota other than to carry out our Mission to the best of my ability," said Stephanie. "I enjoy assisting people who call our Helpline; many of them don't know what fraud prevention resources are available; SMP Hawaii is here to help." A former registered nurse in home care, Stephanie knows healthcare experience is not a volunteer requirement. "Just a willing and open mind, and a caring heart," she says. "SMP trains us and we have fun learning and growing together!"

### Duty Free Team honors AEOS Volunteers and steers 2022 plans

While he could not find a job for his 75-year-old mother who was suddenly fired as a seasoned housekeeping supervisor, Sian-Pierre Regis, a journalist based in New York City, could tell her story.

The world responded to his debut indie film "Duty Free" and SMP Hawaii has taken the powerful film to new heights in Hawaii.

The documentary sheds light on ageism, financial insecurity and the caregiving crisis both poetically and unflinchingly, creating the opportunity for all ages to begin the conversation about these issues and ways to address them.

"I made this film to also serve as a wake-up for younger people; why get involved and how," said Regis,

### Grant to help kupuna become tech-savvy for their protection

SMP Hawaii received a new grant from the Health Care Fraud and Abuse Control (HCFAC) Wedge Fund to help older adults on the Big Island to be tech-savvy. The goal is to increase digital literacy through these activities: 1. Partner with Community Health Workers (CHW) at the UH Manoa, John A. Burns School of Medicine. CHWs visit homebound kupuna in rural communities. 2. Provide helpful resources to seniors to learn about technology and get connected. 3. Practice safety when using devices and technology to protect identity, personal info and assets.

Contact SMP Hawaii to learn more about this Big Island initiative or to assist with spreading the word.



Sian-Pierre Regis captures a moment with mother, Rebecca Danigelis.

who along with his mother, Rebecca Danigelis, and the film's Impact Producer, Rebecca Mellinger," joined the DOH - Executive Office on Aging's AEOS at its 2<sup>nd</sup> Annual Volunteer Tribute & Training Event on December 16 and discussed plans to partner with SMP Hawaii this year and beyond. See *Calendar of Events* on 20/22 Webinar Series.

### Calendar of Events

**Monthly Volunteer Team Meetings: 2<sup>nd</sup> Thursday 10:00 – 11:30 am**  
<https://zoom.us/j/3124825354?pwd=MHE4Y0pDWHIZenZCcmRKcjRCaS9Gdz09>  
Zoom Meeting ID: 312 482 5354 Passcode: 2021

**20/22 Webinar Series Spring-Summer 10:00-11:30 am**  
*Caregiving: Perspectives & Profiles to Empower*

April 14: Sharing Their Story: Hawaii SHIP, LTCOP and Others  
May 12: CMS - Livanta: What Every Caregiver Should Know  
June 9: Costs, Consequences & COVID-19 Part I

**20/22 Webinar Series Fall-Winter Same as Spring-Summer**

Aug 11: Cost, Consequences & COVID-19 Part II  
Sept 8: Getting Help for Your Questions  
Oct 13: Reliable Resources & Real Support on Our Shared Journey  
Save-These-Dates:

- June 1: SMP Hawaii's 25<sup>th</sup> Anniversary!
- July 14: SMP Hawaii Annual Recognition and Training
- Dec TBD: 3<sup>rd</sup> Annual AEOS Volunteer Tribute and Training

To Join these Zoom Meetings, Click on the Link Below

<https://zoom.us/j/3124825354?pwd=MHE4Y0pDWHIZenZCcmRKcjRCaS9Gdz09>  
Zoom Meeting ID: 312 482 5354 Passcode: 2021 *Dates subject to change*

#### Kukui Gram Contributors

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**Next Issue: April 2022**

## Online shopping scams are way up — and most start with a single click on social media

By [Mark Carpenter](#)

Published: Jan. 11, 2022 at 3:51 PM HST | Updated: Jan. 11, 2022 at 6:53 PM HST

HONOLULU (HawaiiNewsNow) - Online shopping scams jumped exponentially during the pandemic and remained rampant through 2021.

The Better Business Bureau says online scams accounted for more than a third of their complaints last year. About 70% of the time, the BBB said, the fraud started with fake links posted on social media.

Furthermore, the lingering global supply chain crisis has led to a ripple effect in consumers being scammed.

“We have low supply, we have high demand and so people are out there shopping online just trying to secure an item and that’s the problem,” said Roseann Freitas, BBB communications manager.

“Now they’re more likely to be scammed because they’re just trying to find it. They’re now allowing their emotions, so anytime scarcity is involved like these global supply chain issues, you run a higher risk of being scammed.”

The Federal Trade Commission estimates \$384 million have been lost in digital shopping scams.

The BBB also warns to be on the lookout for fake text messages saying clicking on the link could download malware to your device.

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## Worrisome new scam targets Hawaii's Realtors to get at their clients

By Mahealani Richardson

Published: Oct. 29, 2021 at 4:10 PM HST | Updated: Oct. 29, 2021 at 5:15 PM HST

<https://www.hawaiinewsnow.com/2021/10/30/new-electricity-scam-targets-realtors-their-clients/>

HONOLULU (HawaiiNewsNow) - Joey Ann Staggs, a Realtor with Engel and Volkers, has gotten a number of calls in recent weeks from scammers pretending to be from HECO.

They demand her clients' information by threatening that the power is about to be shut off.

"They asked, 'Can you get a hold of your client? I have to do some disconnection.' I said, 'What are you talking about,'" said Staggs.

She says she's gotten repeated calls and texts over the past couple of weeks.

"He said this is Ben from HECO and we need to get in touch with your client. I said I just got a message today that this is a scam. You are not real and he said you are no help at all and he hung up," said Staggs.

Kay Mukaigawa, Engel and Volkers president and principal broker, has been getting hounded, too.

"He calls over and over. He calls three or four times until I finally picked up," she said.

She says at first the text messages seemed legit.

"A text also telling me they are going to cut off the electricity for one of our owners," said Mukaigawa.

She says a dozen of her agents have been getting the scam calls, but none gave out personal information of their clients.

"I warn our agents to be careful and it's just sad that they are praying on innocent people," she said.

Added Staggs: "I think it's easy for the scammers to think let's get a hold of them because they've got all the information of their clients."

HECO says it's not aware of anyone that got scammed, but some almost fell for it.

"We did have situations where they did end up contacting their customer or their client and then the client goes through the steps and then realizes, 'hey something is wrong,'" said Shannon Tangonan, HECO spokesperson.

The utility says besides bills, it sends emails, but never asks for payment within that email.

HECO says customers can report on their website.

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## HAWAIIAN ELECTRIC CUSTOMERS TARGETED IN ELABORATE SCAMS

Posted on Oct 21, 2021 in Hot Topics

<https://cca.hawaii.gov/dca/hawaiian-electric-customers-targeted-in-elaborate-scams/>

Scammers are using more elaborate schemes to steal money from Hawaiian Electric customers — but don't become a victim! In some recent cases, scammers have contacted real estate agents and threatened to immediately shut off power to their listing if payment was not made.

Customers should be reminded that Hawaiian Electric will never threaten immediate disconnection. During the pandemic, past-due customers receive mailed payment reminders, courtesy calls, email and other communications before any disconnection notice is sent.

In recent fraud cases, the scammers provided real estate agents a phony Hawaiian Electric contact number to give to their client. One customer called and was told to pay more than \$800 or face disconnection. The customer spoke to an "agent" and "accountant," and also got an email with a Hawaiian Electric logo and a QR code to make payment. When the customer said payment would be made on Hawaiian Electric's website, the scammer asked for a wire transfer. That raised a red flag and the customer contacted Hawaiian Electric.

Hawaiian Electric does not request wire transfers, prepaid debit cards, gift cards or bitcoin to pay bills. For a list of the company's authorized payment methods, go to [hawaiianelectric.com/paymentoptions](http://hawaiianelectric.com/paymentoptions).

Customers should also be vigilant when opening Hawaiian Electric emails. While the company does send email with payment reminders or company news, it will never ask for credit card numbers or other personal information. In one recent scam attempt, a business received what looked like a legitimate email using the name of an actual Hawaiian Electric employee. The fake email alerted the customer that the company had changed its electronic banking information. However, the business contacted Hawaiian Electric to confirm and learned it was a scam.

Customers who receive similar emails or suspect a scam should report it to customer service or file a fraud report online at [hawaiianelectric.com/stopscams](http://hawaiianelectric.com/stopscams)

## New Phone Scam Being Reported by Big Island Residents

OCT 20, 2021

<https://bigislandgazette.com/new-phone-scam-being-reported-by-big-island-residents/>

Amid continuing reports from Big Island residents that they have been a victim of fraud, Hawai'i Police Department is renewing its warning about recent phone scams in which attempts are being made to obtain money from individuals and businesses.

In recent reports, the suspect(s) contact the victim by phone, identifying themselves as either local, state or federal officials. The intended victim is contacted via telephone and a recorded message tells them that the Social Security Administration is investigating them and that their social security number is going to be cancelled and their financial accounts locked.

The scammers are identifying themselves as federal agents and providing detailed information to convince their victims, such as fake badge numbers, fake case and docket numbers, fake federal ID numbers, and a fake telephone contact number that goes to a recorded message.

A live person then gets on the line and tells the intended victim that their social security number and information has been linked to a criminal investigation involving vehicles, money laundering, and drugs, and if the victim does not go to the bank and make a cash withdrawal they will have their social security numbers cancelled and their financial accounts frozen.

The victim is told to take the cash withdrawal and visit any local store to purchase a Social Security Lock card, which does not exist. They are then told to buy other gift cards instead and send the numbers on the card via phone or text to the scammers.

Victims have been told to purchase Western Union, Money Gram, Target, Money Pack, GreenDot, Apple/iTunes, Google, and/or Vanilla brand cards to pay their "fine" in order to avoid being arrested, or having their social security numbers suspended. This is a scam and persons receiving these calls should NOT provide any information over the phone and should hang up on the caller.

The public is reminded to never provide any personal information over the phone or online to anyone whose identity they have not confirmed.

If you believe you are contacted by a person, either by phone or online, involved in a scam, please call the police department's non-emergency number at (808) 935-3311.

## Scammers use sophisticated HECO plot on Honolulu family

By: Sam Spangler

Posted: Oct 18, 2021 / 08:51 PM HST / Updated: Oct 18, 2021 / 09:09 PM HST

<https://www.khon2.com/news/scammers-use-sophisticated-heco-plot-on-honolulu-family/>

HONOLULU (KHON2) — A Hawaii woman is thankful she's avoided a scam after her realtor, an email, and a phone call led her and her husband to believe that Hawaiian Electric was coming to shut off her power.

Karen Mills and her husband have their East Honolulu home listed for sale. Last week Thursday, they received a call from their realtor warning them that their power was about to be shut off in half an hour by HECO if they didn't make an immediate payment.

Mills thinks the scammers got their realtor's number from a listing and called. Mills says the realtor then relayed the message.

"He had given her a work ticket number and a telephone number, a 1-800 number to call so we did that," Mills said. "This gentleman introduced himself sounded very nice and so sorry this is happening blah, blah, and he tells me we owe \$836."

When Mills told the scammer the account was up to date, he transferred her to what he said was an accountant with HECO. The second scammer sent her an official-looking email with a HECO header, a QR code, and a link for payment.

"He sent the email it had the Hawaiian Electric logo and it said customer support at HECO so I was going along with the whole thing thinking this is legit," Mills said.

She asked to make the payment on the HECO website. The scammer's response is what tipped her off to the plot.

"That's when he said no, no, we need your bank information it has to come on a wire transfer. So at that point, I said to my husband this has got to be a scam. They would never ask for my bank account information," Mills said.

She was right. Fortunately, that raised red flags for Mills, but others aren't so lucky. Scammers targeting utility customers isn't new.

"When we call we're not going to be threatening folks with immediate disconnection," HECO Spokesperson Shannon Tangonan said.

Activity using email has picked up of late.

“The latest incidents that we’ve seen have focused on email, very sophisticated email, some of them even had real names of our employees,” Tangonan said.

To protect yourself, avoid clicking links in emails, make sure addresses are official, and visit HECO’s website on your own or call their number.

“Always the primary defense is to go directly to the source, and that doesn’t mean the phone number in the email or the QR code that they send you but really going to the HECO website or calling HECO on the phone,” tech expert Ryan Ozawa said.

Mills did report the scam to HECO. You can report a scam on their website, or see authorized payment options.

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## Police Offer Tips in Light of Recent Email Scams

*Published: OCTOBER 11, 2021*

Hawai'i Police Department

Criminal Investigation Division – Area II

Captain Thomas Shopay III

Phone: (808) 326-4646 ext. 263

<https://www.hawaiipolice.com/10-11-21-police-offer-tips-in-light-of-recent-email-scams>

The Hawai'i Police Department would like to warn the public about a recently reported e-mail scam.

Several individuals have reported unauthorized changes to their payroll direct deposit accounts. In this scam, commonly referred to as a Business Email Compromise payroll scam (BEC), the scammer utilizes a real employee's name, usually found via an internet search, to send an email to that person's human resources or finance department.

The email will usually be sent from a fictitious account, but may appear similar to the true address or utilize the victim's name. In the email, the scammer will ask for the individual's direct deposit to be moved to a different bank (utilized by the scammer) and will submit associated paperwork via this email account. Since the email uses an employee's name and similar email address the change is then processed. The victim may not realize this happened until they don't receive their next direct deposit.

Variations of this scam utilize popular cash transfer applications as the sender claiming a large deposit or refund and request the user to click on a link to confirm.

Police advise anyone who receives email requests dealing with financial information to first verify the request is legitimate. One way to do this is by personally contacting the sender either in a separate email, via telephone, or in person. Also, if an email contains a website link to click on to update account information or to make a payment, police advise the public to open a separate internet window and navigate directly to the website to ensure the request is valid.

Often, in email scams, the included website link will take the individual to a fraudulent site which will then be used to gather personal information such as banking and credit card information. In any event, the public is advised against sending money to anyone or changing financial information unless they are sure the request is legitimate.

Scams, such as this one, can be reported to the Federal Trade Commission via their website at [www.ftc.gov](http://www.ftc.gov). Additional information about recently reported scams can also be found on the Federal Trade Commission's website at [www.consumer.ftc.gov/features/scam-alerts](http://www.consumer.ftc.gov/features/scam-alerts).



# THE BOLD BULLETIN

DECEMBER 2021

## CDC BOLD HAWAI`I DEVELOPING AN EFFECTIVE AND ACTIONABLE HEALTHY BRAIN & DEMENTIA STATE PLAN FOR HAWAI`I

Aloha and happy holidays CDC-BOLD `Ohana! As we near the close of year one, our EOA/UHM team wanted to reflect on and express gratitude for the tremendous strides our four workgroups have made during this short period of time with the guidance of our Advisory Committee. All of our stakeholder participation and input is valuable and will help us continue to do meaningful work moving forward.

### WORKGROUP FEEDBACK

**Recently, we evaluated workgroup engagement including a feedback survey. Member input will be incorporated into year two of our planning grant. Here are some highlights:**

- ✓ 78% of workgroup members participated in at least 1 of the first 2 meetings of their workgroup
- ✓ Workgroup members felt that different points of view are respected as well as report being comfortable participating, engaged during discussions, and committed to the planning process
- ✓ Meeting facilitation (UH/EOA) & workgroup member diversity (caregivers, different organizations, different points of view) contribute to workgroup member engagement.
- ✓ Continuing engagement efforts include:
  - Checking with current members about 2022 participation
  - Recruiting additional members
  - Engaging persons with ADRD in the planning process (guest speakers)
  - Providing multiple ways to participate (Loomio, individual communication)
  - Sharing what is being accomplished in other workgroups (Newsletter)
  - Aligning workgroup efforts with existing initiatives (Healthy People 2030)
  - Clarifying the role of each workgroup and what members can do to help

#### MEMBER QUOTES

"Great team of collaborative experts."

"Good group of people and excellent moderation."

"Meetings are well facilitated, and that makes participation fluid."

### **SPOTLIGHT!**



Check out the recent publication *Exploring the Impact of Dementia in Samoan Culture: A Qualitative Study on Community Perspective*. This article is a collaborative piece between The University of Chicago, University of Hawai`i JABSOM, and Solutions for Care Inc. with authorship by our own CDC-BOLD member Dr. Ritabelle Fernandes! This meaningful study seeks to, "Explore if and how American Samoan cultural norms influence caregivers' knowledge, attitudes, and care choices for

**person's living with Alzheimer's Dementia." It is a great contribution to the conversation on developing culturally competent interventions and support for our NHOPI communities.**



# NHBI/BOLD ANNUAL GRANTEE MEETING

NOVEMBER 15-17, 2021

The EOA/UHM core team members were present at the annual CDC grantee meeting that was held virtually over three days in November. The meeting presentations and panels showcased brain health and ADRD relevant initiatives from across the US, including a presentation from Papa Ola Lōkahi on indigenous perceptions of public health (see below). Included here are a few "gems" that stuck with core team members from these presentations. A full list with links to presentations slides is available.

The majority of grantees are dealing with sustainability issues and are looking for ways to deal with potential stakeholder fatigue.

Change the environment rather than just changing behavior. Don't tell people to eat healthy if there is only a 7-11 store in the neighborhood and no grocery store.

Potential to create integrated brain health messages with other CDC funded chronic disease messages. EX: "Protect brain health can prevent other health conditions, such as diabetes and hypertension."

There is a need and a purpose for collecting stories from persons with lived experience (PWLE).

From the perspective of indigenous cultures represented, one must treat the whole body (physical and spiritual), social system, and ecological system holistically as one. "Brain health" may not have meaning for the represented indigenous populations. Instead, say, "ways to stay healthy."

The National Alzheimer's Project Act is discussing adding a 6th goal to the National Plan

- 1) Prevent and Effectively Treat AD by 2025
- 2) Optimize Care Quality and Efficiency
- 3) Expand Supports for People with AD and their families
- 4) Enhance public awareness and engagement
- 5) Track progress and drive improvement
- 6) Reduce modifiable risk factors for ADRD by 15% by 2030

Sheri Daniels (photo inset onto screen capture to the right), Executive Director of Papa Ola Lōkahi, participated in a panel session called, "Indigenous Populations and Public Health," at the virtual NHBI/BOLD Annual Grantee Meeting on November 16, 2021.



How do we get tribal and Native Hawaiian or Alaskan **communities** interested and engaged in **local and state planning efforts** to meaningfully address dementia and make it a priority?

NHBI/BOLD Annual Grantee Meeting



Panelists discussed their unique perspectives, knowledge and understanding of the American Indian/Alaska Native/Hawaiian indigenous experience. Kia'i Lee, also from Papa Ola Lōkahi, performed an Oli (chant) to start off the session (image on the left).



## ADVISORY COMMITTEE



The Advisory Committee met for the second time in the beginning of December and was provided with updates to workgroup progress, grant updates, and the results from our member feedback survey. To foster workgroup member engagement between meetings, the Core team introduced a project management tool called Loomio.

Moving into year 2, the Advisory Committee members will help to engage community stakeholders as well as persons with lived experience (PLWE) in order to gather stories and materials that will help give a face to the work being done in our BOLD initiative.

### DATA



Our Data Workgroup is continuing to seek out good sources of dementia data that can support the progress of the other 3 WGs.

They are working on developing recommendations on the utilization of data in the state plan including one that outlines the dissemination of information, specifically, the creation of a data system/tracker in partnership with DOH.

### WORKFORCE DEVELOPMENT



Our Workforce Development Workgroup has worked to define who would be included in a dementia-prepared workforce (i.e. the direct care

workforce, healthcare professionals, first responders, financial advisors, hospitality agents, and those in education). They have compiled a master library of dementia reference materials that can be customized to provide training of varying intensity to workforce members.

### PROGRAM & POLICY DEVELOPMENT



Our Program and Policy Workgroup is seeking out best practices that promote brain health, address cognitive impairment, and

help meet the needs of caregivers for people with dementia. Through the use of Loomio, they are keeping the discussion flowing on the creation of a dementia capable system that breaks down current silos and engages necessary community sectors.

### PUBLIC AWARENESS & EDUCATION



Our Public Awareness & Education workgroup is continuing to outreach to stakeholders and key informants in the 4 identified groups, and

will work toward choosing a fourth. Grant funding has been secured to contract out work for the creation of a Native Hawaiian Roadmap similar to the existing HBI Roadmap for Indian Country. Updates will be given on this exciting branch of our initiative as they develop.

**Questions and comments can be directed to our EOA/UHM Team:**

Debbie Shimizu, LSW - [debra.shimizu@doh.hawaii.gov](mailto:debra.shimizu@doh.hawaii.gov)  
Kevin Kawamoto, Ph.D. - [kevinyk@hawaii.edu](mailto:kevinyk@hawaii.edu)

Christy Nishita, Ph.D. - [cnishita@hawaii.edu](mailto:cnishita@hawaii.edu)  
Whitney Katsutani, MSW - [wlkim@hawaii.edu](mailto:wlkim@hawaii.edu)



# Fun Facts

from fellow BOLD grantees

BOSTON PUBLIC HEALTH COMMISSION

The nation's first health department! Tracing its roots back to 1799, when Paul Revere was named Boston's first health officer.

OKLAHOMA HEALTHY BRAIN PROGRAM

The parking meter and shopping cart were invented in OK.

MAINE CDC CHRONIC DISEASE PREVENTION & CONTROL PROGRAM

Maine has the largest moose population of all the contiguous states estimated at 60-70,000.

MISSISSIPPI ADRD PROGRAM

Belzoni, MS is considered the catfish capital of the world!

RHODE ISLAND DEPARTMENT OF HEALTH

Rhode Island artist Gilbert Stuart painted this famous George Washington portrait on the one dollar bill.

TENNESSEE DEPARTMENT OF HEALTH

Aside from the White House, Graceland is the most visited home in the country.

Happy holidays  
FROM THE FOA-UHM CORE TEAM

# Hawaii SHIP Imua



*Let's Navigate Medicare Together!*

**Free, Local, One-on-One Help for Medicare Beneficiaries**

Hawaii SHIP celebrates 30 years of serving Hawaii's Medicare beneficiaries! The Executive Office on Aging (EOA), an attached agency to the Hawaii Department of Health, received the first SHIP grant in 1992. EOA is the designated lead agency of aging and caregiver support services in the state. Hawaii SHIP joins the SHIPs in every state and 4 U.S. territories in commemorating this significant occasion.

The State Health Insurance Assistance Program (SHIP) was created under the Omnibus Budget Reconciliation Act of 1990. The law authorized the Centers for Medicare & Medicaid Services (CMS) to offer grants to support educational, counseling and assistance activities related to Medicare, Medicaid and other health insurance options.

The program was transferred from CMS to the Administration for Community Living (ACL) in the Consolidated Appropriations Act of 2014. This transfer reflects the existing formal and informal collaborations between the SHIPs and the networks that ACL serves. ACL's Office of Healthcare Information and Counseling manages the grant, guiding SHIPs to educate and assist Medicare beneficiaries to make informed healthcare decisions.

☎ **808.586.7299** **1.888.875.9229** 🌐 [hawaiihip.org](http://hawaiihip.org)

This project was supported, in part by grant numbers 90SAPG0071 and 2101HIMIAA, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

WINTER 2022

## What's Inside

Director's Message

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Sage PLUS  
Memories Board

57 Years of  
Medicare

Behind-the-Scenes  
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Manager's Message

Staff Spotlight

Did You Know?

Hawaii SHIP offers free counseling to seniors, their families, caregivers and soon-to-be retirees to better understand Medicare's benefits and costs.

Hawaii SHIP is a federal program under the Hawaii State Department of Health and provides objective and unbiased assistance that is not affiliated with any insurance company.

If you have questions about Medicare, call **Hawaii SHIP** today. Certified counselors will compare plans to find the one that best fits your needs, saving money on your future healthcare costs.



Hawaii State Department of Health  
Executive Office on Aging  
250 South Hotel Street, Suite 406  
Honolulu, HI 96813-2831



# Director's Message

On this blissful milestone of 30 years of service to the Medicare community, its beneficiaries and future beneficiaries, I wish the State Health Insurance Assistance Program a very Happy Anniversary!! To the countless volunteers who have supported the SHIP program over the years, may you continue the journey of success with pride!

A heartfelt mahalo to Wanda Anae-Onishi, SHIP Director, and Candace Nakamoto, Volunteer Coordinator and MIPPA Director, for navigating the uncharted waters during the COVID-19 pandemic and continuing to grow the program and its partnerships. You continue to inspire and live the motto of *resilience*. A special tribute to Stella Hashimoto and Jaz Wandasan for your unwavering support.

A huge thanks to the **Advocacy, Education and Outreach Section** under the leadership of Lani Sakamoto. The growth of the SHIP, SMP and the LTCO-VP would not have been possible without your support and vision.



Caroline Cadirao  
Executive Office on Aging Director

On behalf of the **Executive Office on Aging**, I wish you happiness and many more years of success!

## Mahalo!

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# Artist Spotlight



A **BIG MAHALO** to SHIPMate **Jan** for creating the 30th Anniversary Hawaii SHIP logo! Her career experience in graphic design shines through in the artful way she incorporated the elements that highlight SHIP's 30 years of serving Hawaii's Medicare beneficiaries. The SHIP Planning Team contributed ideas that guided **Jan** through the process. The existing logo, created by a University of Hawai'i at Mānoa graphic arts student, serves as the foundation. **Ho'omālama 'ia ke alahale iā Medicare – Lighting the way to Medicare!** is placed over the rays of light emanating from the lighthouse, the metaphorical beacon of knowledge that SHIPs are known for. **MAHALO PIHA** to **David Nawa'a Napoleon**, Dean of Arts and Sciences at Kapi'olani Community College, for providing the 'ōlelo Hawaii translation. This 30th anniversary logo was truly a community effort.



# Memories Board

Sage PLUS (People Learning to Understand the System) was created to educate and assist Medicare beneficiaries statewide. Over time volunteers and staff nurtured the program that blossomed into Hawaii SHIP in 2017. We've invited them to share their memories with us.

We dubbed the late George L. as the *Father of Sage PLUS*. He was an original member and played such an important role in training new members and developing the program. He even had written a script to help us do presentations, some used it and others did their own. His script helped us develop our own. George was a member of the Community Church of Honolulu and that is how we were able to use the room in their gym for our meetings.

*Rachel S*

The frustration of trying to help elders get onto the right drug plan for them was evident in both the Sage PLUS helper and the clients. But our computer guys really maneuvered through the maze of different plans. Amazing! There were so many brochures at the office, we helped sort them into piles for ease of finding the right ones for clients. Sage PLUS staff were always inundated with calls for help and hardly had time for themselves. I think there were only two real staff in that office.

*Fay N*

In 1992 Lilian I. was one of the 10-12 initial volunteers recruited from agencies servicing seniors. They recruited other active administrators involved in senior programs to volunteer. The group's purpose was to establish a consortium for seniors to get answers to their inquiries. The Office on Aging needed representatives from various ethnic groups to reach out to their respective groups for the elderly to access or become familiar with the resources available. This was achieved in 1995 and implemented with the program then known as Sage PLUS.

*Mary M*

My time with the Sage PLUS program has been the highlight of my career. I loved working for EOA, but more importantly working with all of the selfless volunteers that devoted their time and love to the program. I carry those memories with me every day. I was so impressed with our volunteers because of the nature of the information that had to be learned and then disseminated into each island county. The volunteers on the neighboring counties showed me the different nuances to each island community. I enjoyed traveling every week to meet with the volunteer counselors, not only to give the monthly trainings, but more importantly, having the opportunity to talk story with them and to really get to know each one of them on a personal level. The wealth of knowledge that each volunteer had could never be measured. I was blessed to be a part of their lives and a small piece of me would like to think I was a part of theirs.

*Travis I*



# 57th Anniversary of Medicare and Medicaid

# Wellness

On July 30, 1965, President Lyndon B. Johnson signed the Social Security Act Amendments into law, establishing the Medicare and Medicaid programs. Medicare provided health insurance for older adults, while Medicaid provided health insurance to people with low incomes.

*Original Medicare* includes Part A—Hospital Insurance for inpatient services and Part B—Medical Insurance for outpatient services. Medicare has expanded over the years to include health coverage for people under 65 with certain disabilities, End-Stage Renal Disease and Amyotrophic Lateral Sclerosis, also known as Lou Gehrig’s Disease.

Theodore Roosevelt envisioned national health coverage when he ran for president in 1912. It wasn’t until 1945 when President Harry Truman called on Congress for the creation of a national health insurance fund



**First Lady Lady Bird Johnson, Vice President Hubert Humphrey, Former President Harry Truman and his wife, Bess, witness President Johnson sign Medicare into law. Image Source: LBJ Library**

for all Americans. Twenty years later President Johnson made health insurance for some Americans a reality. Johnson said in reference to Medicare: “No longer will Older Americans be denied the healing miracle of modern medicine.” Truman and his wife, Bess, became the first two Medicare beneficiaries at the signing ceremony.

## Medicare Milestones

<b>1965</b>	<b>President Lyndon Johnson made Medicare law by signing H.R.6675 for individuals 65 &amp; older</b>
<b>1966</b>	Nineteen million individuals signed up for Medicare Parts A & B during its first year
<b>1972</b>	President Richard Nixon signed the first major change to Medicare to include individuals under 65 with disabilities or with end-stage renal disease
<b>1980</b>	Congress passed the Omnibus Reconciliation Act which included Medicare supplement insurance known as Medigap
<b>1997</b>	President Bill Clinton formalized Part C Medicare Advantage through legislation
<b>2001</b>	Congress passed law to add amyotrophic lateral sclerosis (Lou Gehrig’s disease) to automatic Medicare coverage
<b>2003</b>	President George W. Bush signed into law the Medicare Prescription Drug, Improvement and Modernization Act (MMA) adding a prescription drug benefit; Medicare Part D Prescription Drug Program launched in 2006
<b>2010</b>	Patient Protection and Affordable Care Act limits Medicare costs and increases services

# PARTNER + SHIP

## Behind-the-Scenes Crew Keeps Hawaii SHIP A-Sail!

The first noticeable office assistant at her reception desk, who graciously greets and directs visitors to the different programs, is **April Tabanera**, a dependable and long-time *frontliner*. She helps SHIP's clients by answering simple Medicare questions and forwarding phone inquiries to staff. During the pandemic, April assisted with hospitality at the KHON television filming of the Kupuna 808 COVID vaccine public service announcements at the Lanakila Multi-Purpose Senior Center.

**Josephine Lum**, another loyal and long-time *frontliner*, oversees the office assistants as they provide indispensable services to the volunteer programs, the Medicare beneficiaries, and the partners of Executive Office on Aging. Congratulations from the volunteers are extended to Josephine upon her promotion to the position of EOA secretary!

The most recent assistant assigned to SHIP greets volunteers with a cheerful voice on the phone and performs services with the warmest smile and manner when she trots down to transport supplies to volunteers parked downstairs. SHIP is fortunate to have at the front-line, **Sharon Young**. Emails to Sharon elicit prompt replies, even on days when she is not on duty. SHIP Director Wanda extends a special mahalo to Sharon for "expertly performing

tasks that transitioned SHIP to telework."

A surprising mode of transportation she uses to do office errands around town is the *Biki* bike with a convenient station right outside the building. There is no errand, assignment or request that Sharon can't perform—this competent assistant gets it done. When you do a pick-up as late as 4:30 pm, she will greet you with her usual smile and cheer. What a delight to drop by for a pick-up of supplies, as well as to be enriched with an uplift of your spirits!

Although not a member of SHIP, **Barbara Ritchie** was designated as an *Honorary Friend*, when she began to promote outreach to the kupuna and underserved in her North Shore community by making recommendations for community con-



Friend + SHIP Barbara

tacts, distributions, exhibits and presentations. Her contacts have made Medicare materials promoting SHIP services available to the *Manu o Ke Kai Canoe Club*, *North Shore Foodbank*, public libraries and senior groups in her area. Barbara shares her enthusiasm, spirit and altruism with the U.H. Elder Law program and North Shore Chamber of Commerce's Historic Preservation Committee. During the pandemic, she became an advocate of **RSVP**, a partner of SHIP, whose director, Kimberly Itagaki, says that "Her experiences and resources have helped RSVP in branching out into the community." Moreover, Barbara's continuing friendship with SHIP has widened EOA's scope of outreach and partnerships on Oahu.

The invaluable contributions of our EOA crew, friends and partners are **The Hull that Supports Smooth Sailing for Hawaii SHIP!**



EOA Frontliners April, Josephine and Sharon

# Advocacy - Education - Outreach

The AEO Section, in the Executive Office on Aging, includes Hawaii SHIP, SMP Hawaii and the Long-term Care Ombudsman Volunteer Program. These programs provide resources and assistance to Medicare beneficiaries and residents of long-term care facilities. They also promote public awareness of services and volunteerism.

## *Manager's Message by Lani Sakamoto*

As we look in the rearview mirror over the last 21 months, it's so important to reflect on the challenges and obstacles we faced as an island-state and to take the lessons learned to help better prepare us for an unpredictable future. COVID-19 has intensified the needs that have always existed in our communities, such as food insecurity, housing shortage, access to transportation, as well as limited employment and educational opportunities.

Our critical front-line healthcare workers had to pivot and alter the way services were delivered in response to a rapidly changing environment. Through it all, this newfound insight will help us to develop and utilize new ways to provide outreach, information and counseling to meet the greater demands of Hawaii's growing Medicare population.

- Over 10,000 individuals turn 65 every day
- During this year's Medicare Open Enrollment Period from 10/15 to 12/7, SHIP received 2,100+ calls and inquiries on our helpline and website, more than any year pre-COVID

- SMP, SHIP, and LTCOP experienced a net increase in the number of volunteers, despite the pandemic
- More federal funding enabled us to procure advertising, service contracts and personal protective equipment to protect the health and safety of our staff, volunteers and clients as we resume in-person community events

Many thanks to our volunteers and partners for your valuable contributions during these difficult times to help our kupuna and their loved ones to save on healthcare costs by making informed decisions about their coverage; and to protect their assets by staying aware of the latest scams to hit our shores.

In Hawaii, our rich cultural traditions of caring for one another as Ohana will enable us to weather this historical, global pandemic by building stories of resilience.

As we embark on 2022, we encourage you to be thankful, seek silver linings and continue to be optimistic by staying informed to best prepare for a safe and secure tomorrow.

---

*Need assistance? Contact us today!*

### **SMP Hawaii**

808.586.7281

1.800.296.9422 (toll free)

smphawaii3@gmail.com

[smphawaii.org](http://smphawaii.org)



### **Hawaii SHIP**

808.586.7299

1.888.875.9229 (toll free)

[hawaiihip.org](http://hawaiihip.org)



### **LTCOP**

808-586-7268

1-888-229-2231 (toll free)

info@hi-ltc-ombudsman.org  
[www.hi-ltc-ombudsman.org/](http://www.hi-ltc-ombudsman.org/)





# Spotlight on Staff

**SHIPMate Mae** is a frequent contributor to the **Hawaii SHIP Imua** newsletters, writing about the wonderful volunteers who make **Hawaii SHIP** a success. In this edition, Mae turns the spotlight on staff, expressing gratitude on behalf of her fellow **SHIPMates**. Join our dedicated **SHIPMates** by calling us at **808.586.7299** or visit [hawaiiship.org](http://hawaiiship.org)

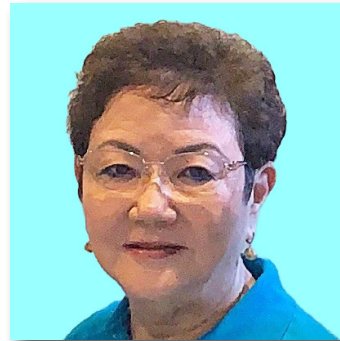
## The Wind Beneath Our Sails



**Wanda Anae-Onishi**  
Program Director



**Candace Nakamoto**  
Volunteer Coordinator  
& MIPPA Director



**Stella Hashimoto**  
Program Assistant



**Jazlyn Wandasan**  
Program Assistant

Our staff, comprised of **Wanda Anae-Onishi, Candace Nakamoto, Stella Hashimoto** and **Jazlyn Wandasan** give clear directions and assistance to the volunteers with grace, humility and professionalism, inspiring us to fulfill our roles with positive attitudes, pleasure and pure hearts.

It is undeniable that exemplary leadership helps to achieve a successful program. The role of SHIPs everywhere is gaining in popularity as a trustworthy resource and confidential service that responds to all callers. Surfing the Medicare websites, we discover that SHIPs are a highly recommended **Go-To** program, offering assistance in navigating through the maze of health insurance options.

The SHIPmates and partners voice their appreciation to our exceptional staff, who

consistently guide with reminders, roles and responsibilities that help us to better serve the people of Hawaii with free, unbiased and localized information.

The SHIP volunteers would like to acknowledge and extend a warm **Mahalo nui loa** to Wanda, Candace, Stella and Jaz for being **The Wind Beneath Our Sails**, assuring us smooth sailing as we navigated and weathered another busy open enrollment season in 2021, during the unprecedented days that still lingered from COVID. As we emerge with **renewable energy** from the pandemic, we seek the direction of our dedicated staff to steer us in safe waters to face the challenges as we resume and adjust to in-person services to our beneficiaries. We greet our staff at the helm with a fond and appreciative **SHIP Ahoy** for a promising new year in 2022!





# SHIP

State Health Insurance  
Assistance Program  
Navigating Medicare

Presorted  
Standard  
U.S. Postage  
PAID  
Honolulu, HI  
Permit No. #####



## DID YOU KNOW?

*Medicare Advantage Open Enrollment Period is Jan 1 - Mar 31*

If you didn't make changes to your Part C Medicare Advantage (MA) plan during last year's Open Enrollment Period (OEP) or are unhappy with the changes you made, you still have time to change your health coverage. The MA OEP is from January 1 through March 31 each year. Your new coverage will take place on the first of the following month that you enrolled.

Options include:

- switching from one MA plan to another MA plan and
- switching from an MA plan back to Original Medicare Parts A and B.

If you return to Original Medicare coverage, consider enrolling in a Part D prescription

drug plan.

If you need help in deciding which plan is best for you, contact Hawaii SHIP and ask for a plan comparison. Our trained, unbiased Plan Comparison Specialists will look at your healthcare needs and provide you with a list of plans available in your area.

January 1st to March 31st also marks the General Enrollment Period for people who didn't sign up for Medicare when they were first eligible at age 65. Health coverage begins July 1st. Late enrollment penalties may increase the cost of monthly premiums. Contact Hawaii SHIP to learn if you're eligible for financial assistance to eliminate late enrollment penalties.

Maui County Office on Aging  
 Service Delivery Summary Report for PABEA  
 (by Service)  
 December 2021

Service	Participants Served	Consumer Group	Units Delivered
Adult Day Care	98	0	6,624.00
Assisted Transportation	27	0	130.00
Attendant Care	43	0	334.75
Caregiver Case Management	3	0	1.00
Caregiver Counseling	13	0	19.00
Caregiver Legal Assistance	0	2	7.50
Caregiver Respite	46	0	763.25
Caregiver Support Groups	17	0	17.00
Chore	6	0	21.50
Congregate Meals	479	0	6,810.00
Food Truck Meals	326	0	1,270.00
Home Delivered Meals	657	0	12,964.00
Homemaker	136	0	437.50
Kupuna Caregiver Adult Day Care	35	0	3,016.00
Kupuna Caregiver In-Home Respite	1	0	5.00
Kupuna Caregiver Personal Care	2	0	20.00
Legal Assistance	0	77	111.25
Participant Case Management	294	0	254.25
Participant Information and Assistance	225	42	407.00
Personal Care	97	0	865.00
Robotic Furry Friend	4	0	4.00
Transportation	54	0	324.00
<b>Total</b>	<b>1,885</b>	<b>121</b>	<b>34,405.00</b>

\* Consumer counts are distinct over group totals. Grand Total represents the distinct count of consumers served.

\*\*Consumer Groups track data for consumers who have something in common, such as training, a bus trip, or an event.

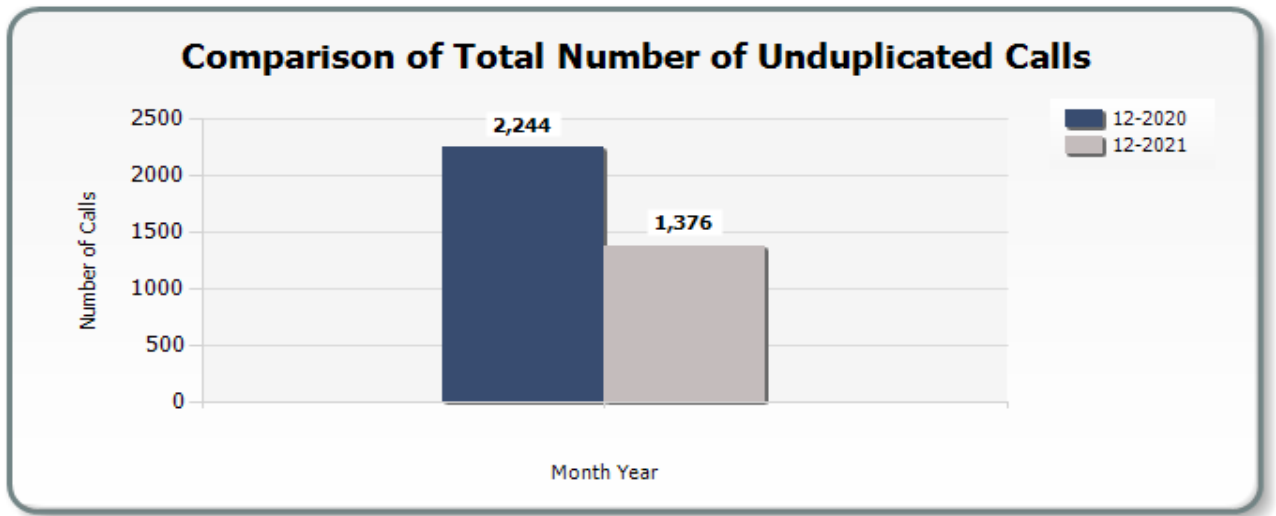
# Maui County Office on Aging Call Summary Report for PABEA December 2021

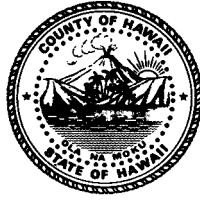
## Summary of Contacts

The Maui County Office on Aging logged **1,376** unduplicated calls in the reporting period. The following tables provide more details regarding Top 10 Call Topics and Call Types that were completed during the month of December.

Top 10 Call Topics	Number of Calls
Home Delivered Meals	380
Status Update	167
Homemaker	163
Transportation Services	115
Adult Day Care	84
Personal Care	83
AAA Initial Intake	60
Medicaid	39
Caregiver Support / Respite	41
Attendant Care	34
<b>Total Number of Unduplicated Calls:</b>	<b>1,376</b>
<b>Total Number of Unduplicated Callers:</b>	<b>670</b>

Call Type	Number of Calls
Outgoing To	673
Incoming	586
Email	77
Mail/Fax	26
Walk-In	12
In-Office/Appointment	2





# County of Hawai'i

## OFFICE OF AGING

Aging and Disability Resource Center, 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720-3872  
Phone (808) 961-8600 • Fax (808) 961-8603 • Email: hcoa@hawaiiantel.net  
West Hawai'i Civic Center, 74-5044 Ane Keohokālole Highway, Kailua-Kona 96740  
Phone (808) 323-4390 • Fax (808) 323-4398

### February 2022 Executive Report Hawaii County Office of Aging Submitted by William "Horace" Farr

- HCOA continues to experience provider capacity issues. HCOA has received written notification from two of our service providers, that they will be closing their operations. CareResource Hawaii-Hawaii – Big Island Branch effective March 18, 2022. Ho'o Nani Adult Care Services effective March 15, 2022. We have also received a verbal heads up, Kona Adult Day Care (KADC) is also preparing to close operations. As of today we have not received any formal notification. If KADC does close, that will leave us with no Adult Day Care provider in West Hawaii, and only Hawaii Island Adult Care in East Hawaii.
- Our Senior Centers have opened up and response has been good. Centers have been filling up to their allowable capacities and have waiting list for the next round of classes. Our congregate meal sites continue to struggle as participants are still hesitant to return to the congregate setting. The few sites that participants indicated they would attend, upon opening 30% of participants chose not to attend. Most of our meal sites are operating under Grab-n-Go operations until Guidance #13 expires on March 31<sup>st</sup>.
- We continue to wait for Human Resources to send us a list for recruitment on our two job vacancies. The posting for these positions closed respectfully last December and this past January. The two positions we are currently trying to fill is the Database Analyst Position and the Aging Disabilities Specialist clerk.
- On a happier note, HCOA is delighted to again provide support to Coordinated Services and AARP's tax assistance program. Due to COVID-19, tax preparation and assistance will be by drive through only. AARP Tax assistance program plans to service 665 returns this year.
- HCOA ADRC Calls Summary – Report Period January 1, 2022 to January 31, 2022.

Calls	Email	Incoming	In Office/App	Mail/Fax	Outgoing To	Walk-In	Total
612	0	504	7	2	75	24	612



An Area Agency on Aging

Hawai'i County is an equal opportunity provider and employer.

## Unduplicated Calls – 196

(Self)	Agency	Brother/Sis	Daughter/DIL	Friend/Neighbor	Husband	Hospital	Organization
310	23	9	101	21	9	2	1

Other	Other relatives	Grandchild	Partner/Significant Other	Son/SIL	Wife	Parent/Guardian	Total
27	0	12	2	69	22	4	612

<b>Top 12 Topics 1/1/2022 to 1/31/2022</b>	<b>Number of Calls</b>
Options Counseling	101
In-Home Care Needs	47
Legal Aid / Referral / Consultation	47
Other	28
Referral to Kupuna Care Program	26
Private Paid Services	24
Medicaid	20
Homemaker	19
ARCH / Foster Home	18
Power of Attorney	18
Personal Care	17
Referred to SFS	16



January 2022 Executive Report  
Submitted by Kealoha Takahashi

**Vision**

*The people of Kaua`i will live well and age well.*

**Mission Statement**

*The Kauai Agency on Elderly Affairs, as the designated lead County agency, plans, implements, supports and advocates for the well-being of Kauai's older adults; and serves as a one stop source of information on long term care support options and services for all residents.*

**Vision Statements**

- *Kauai's older adults will live independently at home or in the community with dignity and respect.*
- *Kauai's family caregivers receive adequate support to care for their older adults.*
- *Kauai's older adults, persons with disabilities and family caregivers will make informed choices and have streamlined access to long-term care support.*

**Goals:**

**1. Maximize opportunities for older adults to age well, remain active and enjoy quality lives while engaging in their communities.**

*Strategy 1-1: Promote Healthier living through evidence-base programs and volunteerism.*

**RSVP**

- RSVP Recognition event recognized 258 volunteers. Volunteer station representatives, County Council members and Mayor Kawakami were able to attend either the Lihue or Waimea event, to help greet the volunteers as they drove through. Grace, RSVP Advisory Council and AEA staff did an outstanding job!
- Volunteers continue to deliver food bags and produce boxes in the new year as part of programs with Aina Ho'okupu O Kilauea and Kauai Independent Food Bank. In 2020, volunteers made 2,190 deliveries to Kupuna from Kilauea to Kekaha with fresh produce from AHK; shelf stable and produce from KIFB as well as fresh produce, protein and dairy items through Queen Liliuokalani Trust as part of the USDA Farmers to Families Food Box program.
- TLC Telephone Reassurance Program - Six RSVP volunteers attended a second round of training on December 3rd. Guest speaker was Dr. Dennis Pezzato, who used the acronym RICE as a reminder on how to Respond, use Resources; Imagine (have empathy), Isolation; Caring, Compassionate; and Empathy and Enthusiasm.
- RSVP volunteer, Josephine Drake crafted over 80 card kits for staff from Kauai Endodontics and Kauai Imaging to create and write greetings in holiday cards. The holiday cards were delivered along with the produce boxes and food bags during the months of December and January.



### Better Choices, Better Health

- No report

### EnhanceFitness

- Continuing with Zoom classes.
- Trainers went from 6 EF trainers to 4 EF trainers. With increasing COVID-19 cases, EF classes will delay opening at the senior centers.
- Our goal is to conduct new instructor training later on this year.

## **2. *Forge partnerships and alliances that will give impetus to meeting Hawaii's greatest challenges of the aging population.***

### *Strategy 2-1: Expand and strengthen access to services with the Aging Network Interdisciplinary Team (IDT) Meetings*

- No report

### *Strategy 2-2: Increase the quality of life for older adults and persons with disabilities living in the community.*

#### Dementia Friendly Community

- Attended the Policy and Program Workgroup to update the Hawaii Dementia State Plan to align with the CDC's Healthy Brain Roadmap.

## **3. *Strengthen the statewide ADRC System for persons with disabilities, older adults, and their families.***

### *Strategy 3-1: Promote and strengthen the ADRC system process*

#### ADRC (Aging and Disability Resource Center)/NWD (No Wrong Door)

- Attended the ADRC Operations Workgroup meeting; discussed guidance around conversation on gender identity; proposed definition around waitlists; and DMO (Department of Human Services Medicaid Online) documentation on how to obtain medquest information. The intent was requesting the information from MedQuest to see what services and supports are provided to Medicaid beneficiaries. Those services which



are not a benefit offered by Medicaid, then our publicly funded services could be provided.

### Aging Network

- I&R Program Specialist attended stakeholder meeting for ETIPP (Energy Transitions Initiative Partnership Project). County Energy Coordinator wanted insight for connecting with Kupuna and questions they should ask.

### Outreach

- AEA Associates, Julie Kajiwara & Laurie-Jean Martin visited Kupuna in Waimea Valley and distributed MREs, water jugs, information and referral packets.



Pictured above from left to right: County Councilman, Bill De Costa; Department of Parks & Recreation, Director Pat Porter; Jim & Katie Cassel; Agency on Elderly Affairs, Julie Kajiwara; Brock De Costa; Agency On Elderly Affairs, Laurie-Jean Martin; and County Solid Waste Worker 1/RSVP Volunteer; Calvin Kajiwara.

### ADRC Website

- Two of the self-referrals to the ADRC were by seniors aged 75 and 82. These referrals verify that older seniors are viewing and using our website.
- The population continues to use [www.kauaiadrc.org](http://www.kauaiadrc.org). We had a total of five (5) referrals through the ADRC website this period. These requests were referred to our team of Aging and Disability Services Technicians who responded within 24 hours by engaging with seniors and their loved ones and assisting them with their concerns.
- Evaluation for in-home services and information about Adult Day Health was requested by four (4) of the referrals. The fifth referral requested evaluation for eligibility in Qualified Member Appliance Replacement Program.
- ADRC Program Coordinator shared one message thanking the Agency for the Restaurant Voucher Program which recently ended.



*“Attn. Ludvina K. Takahashi Huge Mahalo for the Waipouli Restaurant coupons I received these past Months. It was surely a treat due to finances I don’t go to restaurants. Love n Respect to the Office of Elderly Affairs. Mahalo Nui for all that U do. Aloha, Mary”*

- Comparing the County Fiscal Year period 7/1/2021 to 1/19/2022 to previous year’s period:
  - Unique visitors to site increased 26.1%.  
There were an additional 429 unique visitors to the site during this current period.
  - Unique visits to site increased 7.6%.  
There were an additional 198 unique visits to the site during this current period.
  - Pageviews increased 27.7%.  
There were 2,306 additional pageviews during this current period.
- Comparing the Federal Fiscal Year period 10/1/2021 to 1/19/2022 to previous year’s period:
  - Unique visitors to site increased 28.3%.  
There were an additional 271 unique visitors to the site during this current period.
  - Unique visits to site increased 9.1%.  
There were an additional 138 unique visits to the site during this current period.
  - Pageviews increased 25.9%.  
There were an additional 314 pageviews during this current period.

Agency Call Summary Report

Report current State Fiscal Year period from July 1, 2021 to January 21, 2022

- Total Calls:3,152 (average 15 min. per call)

Consumer Age Group	No. of Calls
60-74	1,082
75-84	1,010
85-99	800

- Top 5 Topic Categories

No. of Calls	Topic Categories
847	Nutrition
794	Miscellaneous
361	Home and Community Based Services
332	Health and Wellness
239	Transportation

State Health Insurance Assistance Program (SHIP)

- AEA Associates provided 44 client contact; one public/media event; and 10 MIPPA contacts.

**4. Enable older adults to live in their communities through the availability of and access to high quality long-term services and supports, including supports for their families and caregivers.**

*Strategy 4-1: Promote and expand innovative programs that meet the needs of older adults and their caregivers.*

### Educational Opportunities/Caregiver Training

- No report

*Strategy 4-2: Pursue and promote a person-centered system that meets the needs of older adults and their caregivers.*

### Vendor Pool/Multi-Contract

- Contracts for the following are fully executed:
  - Mastercare to do five services – personal care, homemaker, chore, in-home respite and assisted transportation
  - Regenerative Kauai to do homemaker, chore and assisted transportation services.
- Contracts for Food Security:
  - Food Security Services-Prepared Meals with Kauai Economic Opportunity, Inc. is fully executed. They will be serving 2 meals per week (Tuesday and Thursday) to qualified consumers with priority for Wainiha residents. We have 14 consumers at the moment.
  - Food Security Services-Fresh Produce with Malama Kauai is fully executed. They will be delivering every other week on Wednesdays. We have 32 current consumers.
  - Food Security Services-Meal Kit has been awarded to Crossroads Christian Fellowship (Nourish Kauai) but we are waiting for their Certificate of Insurance before it can be fully executed. We have 9 consumers waiting for the service.
  - Generated list of consumers below poverty level for all the I&R Staff to call and offer one of the food security services.
- Contract for the Senior Center Program with Department of Parks and Recreation is pending with the County Attorney for review while we are waiting for the contract with State Executive Office on Aging.
- Request for Small Purchase for mental health counseling for younger consumers went out and we had 2 bidders – Child and Family Service for \$180/session and YWCA for \$70/session. Recommendation to Award to YWCA. Purchase Order has been processed and referrals can already be given to YWCA.
- Contract Amendment to extend the Kupuna Caregivers Program with Ohana Pacific Foundation has been approved by the Attorney and is being routed for signatures.
- Finalized the service deliveries for the Gift Certificate Program which ended December 2021.

## **5. Optimize the health, safety and independence of Hawaii's older adults.**

*Strategy 5-1: Expand and foster collaboration with the Aging Network to ensure older adults and persons with disabilities live safely and independently.*

### Falls Prevention Program with Kauai Fire Department & AMR

- Since the start of program on April 1, 2016 to January 21, 2022: 768 individuals served (632 homes)

### Service Options-Private Hire

- No report

### Elder Abuse Awareness

- Save the date: May 12, 2022 – Elder Abuse Summit

***Administrative:***

- Executive attended virtual USAging Membership Committee meeting on January 10, 2022.
- Executive met with Dr. Ashok Kannan, Geriatrician spending last two years with the geriatrics training program at UH; planning on coming to Kauai to open business.
- Received County Council approval to receive and expend the Nutrition Services Incentive Program (NSIP) funds of \$5,051.00.

***Training:***

- AEA Associates attended SHIP Webinar.

***Personnel:***

- Aging Program Planner (SR-24) position was reallocated to County Assistant Executive on Aging (EM-01), recruitment in process.
- Program Administrative Officer I (EM-01) was reallocated to County Executive on Aging (EM-03)

***Media:***

- No report

### Summary of Calls

EAD logged **9,395 contacts**, of that **4,684** were incoming calls and **4,264** were outgoing calls, **11** were home visits, and **57** were fax referrals. EAD logged **289 calls** regarding the Kupuna Caregiver Program.

Data reflects the time period of July 1, 2021- February 03, 2022

Email	Home Visit	Incoming	In-Office/Appointment	Mail/Fax	Outgoing To	Walk-In	Total
372	11	4,684	1	57	4,264	6	9,395

### Top 5 Call Topics

Home Delivered Meals	2634
Transportation - Non-Medical	1920
Transportation - Medical	1365
Personal Care	1038
Homemaker	718

Summary of Executed Contracts

Contracts are effective as early as October 1, 2020 until September 30, 2022

Table 1: Kupuna Care Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Family Living Treasures Adult Day Care Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care
<b>Attendant Care</b>	Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Home Delivered Meals</b>	Child and Family Services Franciscan Care Hawaii Meals on Wheels Keiki to Kupuna Lanakila Pacific Palolo Chinese Home
<b>Homemaker</b>	Franciscan Care Hookele Care at Home Palolo Chinese Home Salvation Army
<b>Personal Care</b>	Hookele Care at Home Kokua Kalihi Valley Palolo Chinese Home Salvation Army St. Francis Community Health
<b>KC Transportation</b>	Catholic Charities Hawaii Franciscan Care Kokua Kalihi Valley

Table 2: Kupuna Caregiver Executed Contracts

Service Name	Agency Name
<b>Adult Day Care</b>	Arcadia Elder Services Franciscan Care Hale Hauoli Hawaii Kahala Senior Living Leahi Hospital Malama Adult Day Care Maluhia Hospital Palolo Chinese Home Salvation Army Windward Seniors Day Care

Table 3: Title III Executed Contracts

Service Name	Agency Name
<b>Housing Assistance</b>	Catholic Charities Hawaii WorkHawaii
<b>Transportation</b>	Catholic Charities Hawaii Kokua Kalihi Valley
<b>Congregate Dining</b>	Lanakila Pacific YMCA of Honolulu
<b>Home Delivered Meals</b>	Hawaii Meals on Wheels Lanakila Pacific Palolo Chinese Home
<b>Nutrition Education</b>	Lanakila Pacific
<b>Health Maintenance</b>	Child and Family Services YMCA of Honolulu
<b>Caregiver Access - Case Management</b>	Child and Family Services Franciscan Care Salvation Army
<b>Caregiver Respite - Level I</b>	Hookele Care at Home
<b>Caregiver Respite - Level II</b>	Hookele Care at Home
<b>Caregiver Education/Training</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Franciscan Care Project Dana
<b>Caregiver Counseling</b>	Alzheimer's Association - Aloha Chapter Child and Family Services Project Dana
<b>Caregiver Education/Training (Grandparents)</b>	Hawaii Family Services
<b>Caregiver Counseling (Grandparents)</b>	Hawaii Family Services
<b>Legal Assistance</b>	Legal Aid Society of Hawaii
<b>Legal Education</b>	Legal Aid Society of Hawaii

### Summary of Service Delivery

EAD provided at least one registered service (all services) to **4,586 clients**.

EAD provided at least one in-home service, main KC services, to **1,678 clients**. (Includes both state and federal funding.)  
Data reflects the time period of July 1, 2021 - February 03, 2022.

Table: Service Delivery Summary - Authorized Services

Funding Source	Service	Unit Type	Provider	Persons Served	Units Delivered	Total Expended
Kupuna Care	01S Personal Care (Authorized)	1 Hour	Hookele Care at Home	28	1,231.00	\$48,009.00
		1 Hour	Kokua Kalihi Valley	10	842.00	\$42,462.06
		1 Hour	Palolo Chinese Home - Provider	3	46.00	\$1,380.00
		1 Hour	St. Francis Health Services	139	7,601.00	\$342,045.00
	02S Homemaker (Authorized)	1 Hour	Hookele Care at Home	46	1,658.00	\$59,688.00
		1 Hour	Palolo Chinese Home - Provider	21	149.00	\$14,155.00
	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	154	12,945.00	\$135,922.50
		1 Meal	Keiki To Kupuna	88	12,457.00	\$119,338.06
		1 Meal	LMOW LRC Home Delivered Meals	316	50,766.00	\$507,660.00
		1 Meal	Palolo Chinese Home - Provider	15	2,434.00	\$21,906.00
	04S Home Delivered Meals-7xwk (Authorized)	1 Meal	Mom's Meals	2	350.00	\$5,162.50
	04S Home Delivered Meals-Special 7xwk (Authorized)	1 Meal	Mom's Meals	1	70.00	\$1,102.50
	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	10	3,802.98	\$56,093.99
		1 Hour	Family Living Treasure	3	1,174.50	\$18,322.20
		1 Hour	Franciscan Care Services	9	5,696.00	\$56,960.00
		1 Hour	Hale Hauoli Hawaii	7	3,130.00	\$53,210.00
		1 Hour	Hawaii Health Systems	2	196.78	\$2,754.92
		1 Hour	Kahala Senior Living Community	3	473.07	\$6,622.98
		1 Hour	Lunalilo Home	4	3,511.81	\$34,240.17
		1 Hour	Malama Adult Day Care	5	2,937.50	\$41,125.00
1 Hour		Palolo Chinese Home - Provider	6	1,669.42	\$33,054.50	
1 Hour		Windward Seniors	5	1,670.00	\$21,710.00	



HONOLULU COUNTY ELDERLY AFFAIRS DIVISION - PABEA MONTHLY REPORT

	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	179	3,874.00	\$154,880.00
		1 One-way trip	Franciscan Care Services	7	175.00	\$7,000.00
		1 One-way trip	Kokua Kalihi Valley	37	1,656.00	\$66,240.00
	F06 Attendant Care/Supervision (Authorized)	1 Hour	Hookele Care at Home	24	873.00	\$27,936.00
		1 Hour	Palolo Chinese Home - Provider	3	49.00	\$1,274.00
Kupuna Caregiver	05S Adult Day Care (Authorized)	1 Hour	Arcadia Elder Services	2	543.29	\$2,851.03
		1 Hour	Franciscan Care Services	3	1,564.00	\$7,210.00
		1 Hour	Hale Hauoli Hawaii	3	1,999.41	\$11,549.97
		1 Hour	Kahala Senior Living Community	1	912.50	\$5,320.00
		1 Hour	Lunalilo Home	3	637.53	\$2,939.91
		1 Hour	Malama Adult Day Care	4	2,849.00	\$14,350.00
		1 Hour	Palolo Chinese Home - Provider	2	1,531.30	\$7,945.75
Title III	04S Home Delivered Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	51	5,351.00	\$56,185.50
	10S Transportation (Authorized)	1 One-way trip	CC Transportation Unit 1	201	4,911.00	\$196,440.00
		1 One-way trip	Franciscan Care Services	1	2.00	\$80.00
		1 One-way trip	Kokua Kalihi Valley	23	1,107.00	\$44,280.00
	COVID-19 Expanded Meals (Authorized)	1 Meal	Hawaii Meals on Wheels	306	33,983.00	\$356,821.50
		1 Meal	Keiki To Kupuna	163	25,357.00	\$242,920.06
		1 Meal	Lanakila Meals on Wheels Program	56	6,101.00	\$61,010.00
	<b>TOTAL</b>			1,678	208,287.09	\$2,890,158.10

Waitlist

For the period of July 1, 2021 - February 03, 2022

<b>Service</b>	<b>No. of Clients</b>	<b>Average Wait Time (in Days)</b>
01S Personal Care (Authorized)	19	325
02S Homemaker (Authorized)	77	864
F06 Attendant Care/Supervision (Authorized)	22	785

## Kupuna Caregiver

As of October 6, 2018

EAD has authorized and referred a total of **135 care recipients** for Adult Day Care, with start dates as early as February 16, 2018.

The average age of care recipients is **95 years**.

## Demographics of Caregivers Assessed

The average age of caregivers is **65 years**.

Lives With	Count
	76
No	54
Sometimes	9
Yes	221
Total	344

RELATIONSHIP	Count
Brother/Sister	1
CR 60+ - Daughter/Daughter-In-Law	200
CR 60+ - Husband	11
CR 60+ - Non-Relative	2
CR 60+ - Other Relative	25
CR 60+ - Son/Son-In-Law	70
CR 60+ - Wife	31
CR<19 - Grandparent	5
Granddaughter	1
Grandson	5
Relationship Missing	1
Total	344

GENDER	Count
	5
F	243
M	96
Total	344